

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: General Administration	SECTION: GA 1.7

SUBTITLE: Review and monitoring of CRS Regional Contractor New Member Orientation Packets

POLICY:

CRSA monitors the CRS Regional Contractors' New Member Orientation Packets through an annual review.

PROCEDURE:

- 1) CRSA annually reviews the CRS Regional Contractor's New Member Orientation Packet for inclusion of required elements.
 - a) Each CRS Regional Contractor will submit their New Member Orientation Packet (hard copy and electronic version) with any updates and revisions to CRSA within sixty (60) days of the beginning of the contract year.
 - b) The New Member Orientation Packets should contain the current CRS Member Handbook and each contractor's comprehensive directory of their clinic providers, including languages spoken.
- 2) CRSA will follow the submission and review process:
 - a) The Regional Contractor New Member Orientation Packet received within the required time period:
 - i. CRSA staff will review the packet to verify required elements within ten (10) working days of receipt; and
 - ii. If packet is complete and compliant an approval letter will be sent to the CRS Regional Contractor.
 - b) If the New Member Orientation Packet is not received within the required time period:
 - i. A formal letter will be sent to the CRS Regional Contractor requesting the packet within ten working days;
 - ii. If the packet is not received within ten (10) working days of the formal letter, the CRSA Finance Manager will be notified and a sanction letter issued;
 - iii. The Finance Manager will follow-up with the sanction process, if necessary.
 - c) If the required elements are not met:
 - i. The CRS Regional Contractor will be advised of the deficiencies.
 - ii. If the revised CRS Regional Contractor New Member Orientation

Packets are not received within the ten (10) working day timeframe then Section 2.b. will be followed.

- 3) Receipt and acceptance of the New Member Orientation Packets will be tracked.
- 4) CRSA will review each CRS Regional Contractor's New Member Orientation Packet and distribution process during on-site clinic visits.

Approved:	Date:
 CRSA Administrator	<u>2/23/07</u>
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs. Users are encouraged to suggest improvements regarding this policy and procedure.	